

INTERACTIVE INTELLIGENCE®

Communité™ Release Notes

Version 2.2

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8909 Purdue Road, Suite 300
Indianapolis, IN 46268
Telephone/Fax: (317) 872-3000
www.ININ.com

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8909 Purdue Road
Suite 300
Indianapolis, IN 46268
Telephone/Fax: (317) 872-3000
www.ININ.com

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Communité 2.2 Release Notes

This document describes the new and modified features in the Communité 2.2 release.

Topics In This Document

This document contains the following topics:

- Communité 2.2 Documentation
- Telephony Services New and Enhanced Features
- General System New and Enhanced Features
- Interaction Administrator New and Enhanced Features
- Interaction Designer New and Enhanced Features
- New Server Parameters
- Known Issues in Communité 2.2

Communit  2.2 Software and Documentation

This section discusses the Communit  2.2 software and documentation. It contains the following topics:

- Product Box Contents
- Documentation Location and Organization
- Acrobat Reader
- Installation Documentation
- New Documentation
- Documentation Updates

Product Box Contents

The Communit  product box contains the following items:

- **Communit  2.2 installation CD.** Contains the Communit  2.2 required and optional setup programs, and additional files.
- **Telephony Subsystem Drivers and Related Software CD.** Contains software for installing Dialogic and Aculab on Communit  servers. See “Dialogic Support” and “Aculab Support” for more information.
- **SIP Subsystem Drivers and Related Software CD.** Contains Dialogic 5.1.1. with SP1 for installing on Communit  servers with Dialogic IPLink boards, for SIP support only. See “SIP Support” for more information.
- **Installation and quick reference documentation.** See “Documentation Location and Organization” for more information.

Documentation Location and Organization

The product box contains printed quick reference documentation.

The rest of the documentation is located on the installation CD in the \Documentation directory. When you install the Communit  Server, the documentation is installed on the Communit  Server.

The \Documentation directory contains the following subdirectories and files:

- **\Acrobat Reader Setup.** Acrobat Reader is required to view most of the Communité 2.2 documentation, which is in .pdf format. See “Acrobat Reader” in this section for more information.
- **\Quick Reference Cards.** This directory contains .pdf files of the printed quick reference cards that came in the Communité product box. Most of the quick reference cards are also available as Visio (.vsd) files.
- **\Reference.** This directory contains white papers and other technical documents as .pdf files. It also includes reference help files (.hlp and .cnt) not with associated Communité setup programs or client applications.
- **Installation documentation files.** See “Installation Documentation” in this section for more information.

Acrobat Reader

Most of the Communité documentation files have .pdf extensions. In order to view them, Adobe Acrobat Reader must be installed.

If Acrobat Reader is not already installed, run the executable in the \Acrobat Reader Setup directory to install it.

For a newer or localized version of Acrobat Reader, visit www.adobe.com.

Installation Documentation

Communité 2.2 ships with the following installation documentation. We highly recommend that you review these documents. To ensure that you have the latest versions, visit the Interactive Intelligence Support Web site, www.inin.com/support/communitite/22.

Communité 2.2 Installation Map

The Communité Installation Map is included as a .pdf file in the \Documentation directory on the installation CD. The map provides an installation checklist and tells you where to go for more information on performing a step.

Communité 2.2 Getting Started Guide

This guide is included as a .pdf file in the \Documentation directory on the installation CD. It discusses Communité Server prerequisites and installation and post-installation procedures.

Communit  2.2 Release Notes

This document describes new features in the 2.2 release. It is included as a .pdf file in the \Documentation directory on the installation CD.

Telephony Platform Application Notes

The following documents are included as .pdf files in the \Documentation\Reference\ directory on the installation CD:

- *Dialogic Application Note*
- *Aculab Application Note*
- *Cisco TAPI Application Note*
- *SIP Application Note*

Each contains detailed instructions on installing and configuring the appropriate telephony platform hardware and software before running the Communit  Server setup program, as well as post-installation configuration procedures.

The following documents are additional SIP configuration documents:

- *SIP Topology and Call Flows Application Note*
- *SIP 3rd Party Component Application Note*

Setup Online Help Systems

Each setup program includes an online help system that can answer questions you may have during setup. At any screen during the setup, you can press the F1 key to launch the help for that screen.

Communit  2.2 Product Information Sheet/Communit  2.2 ReadMe

Both the Communit  Product Information Sheet (included in the product box) and Communit  2.2 ReadMe (available in the \Documentation directory on the installation CD) contain important last-minute support and documentation updates and warnings.

New Documentation

Communit  2.2 contains the following new and significantly updated online help and reference documents.

Online Help

Many of the online help systems for Communit  have been updated. See the "What's New in 2.2" section of each online help system.

Reference Documents

The following reference documents are new or revised in Communité 2.2. They are included as .pdf files in the \Documentation\Reference\ directory on the installation CD:

- **Aculab Application Note.** This new document contains detailed instructions for installing and configuring Aculab hardware and software, and post-installation configuration procedures.
- **Cisco TAPI Application Note.** This new document contains detailed instructions for installing and configuring Cisco TAPI software, and post-installation configuration procedures.
- **Dialogic Application Note.** This document has been significantly updated. It contains detailed instructions for installing and configuring Dialogic hardware and software, and post-installation configuration procedures.
- **IC Database Quick Reference Guide.** This new quick reference guide contains links to information such as I3 database requirements, sizing, platform recommendations, installation and skills required. Use this guide to quickly find the database related information you need, without spending unnecessary time searching through other documents that may not be related.
- **IC Licensing Overview.** This document has been updated to distinguish between production and development licenses, and to include post-installation license compliance procedures.
- **IC and SNMP Fact Sheet.** This document has been updated to state that SNMP Service on the Communé Server is now optional.
- **IC Reporting Data Dictionary.** This document was updated to include changes to the nACWCall in the Statistics Group Interval Table and to CustomValue5 in the Agent Queue StatisticsTable.
- **Persistent Messaging Queue Fact Sheet.** Persistent Messaging (PMQ) is a data delivery system that offers guaranteed FIFO delivery and store-and-forward capabilities. Communé report logging clients (AdminServer, IPServer, and StatServer) can optionally use PMQ instead of MSMQ to transport information between data stores. PMQ is a beta-supported feature in Communé 2.2. Although the components of PMQ are installed with Communé 2.2, PMQ is not enabled by default. This document explains how to enable PMQ for logging operations.
- **SIP Application Note.** This new document contains detailed instructions for installing and configuring SIP-enabled telephony

boards and software, and post-installation configuration procedures.

- **SIP Topology and Call Flows Application Note.** This new document describes configurations and call flows for devices in a SIP architecture that contains an IC system.
- **SIP 3rd Party Component Application Note.** This new document lists verified SIP-compatible devices (such as phones and gateways), and offers configuration instructions for getting each to work with IC.
- **Third Party Integration.** The TAPI/TSP driver installation section in this white paper was updated. The option to install Outlook dialing support is now called "Outlook Dialing" rather than "TAPI". In this context, TAPI/TSP refers to a windows TAPI driver, rather than to voice-over-IP (VoIP) technology.
- **Using LogSnipper.** This new document describes the LogSnipper application, which extracts a portion of an IC subsystem trace log and saves it to a file. It is useful when you need to troubleshoot a specific time period within a large trace file.
- **Voicemail Compression Options.** This white paper was updated to include instructions on how to change voicemail compression settings and how to turn off voicemail compression.

Documentation Updates

The Interactive Intelligence Support Web site provides the latest versions of the Communauté documentation. We recommend that you regularly check www.inin.com/support for documentation updates. You can also use the Support search page, www.inin.com/support/search.

After the GA release, some service releases may include updated versions of help files and white papers. This information will automatically be installed when you install the service release.

Communité New and Enhanced Features

Communité 2.2 includes the following new features:

File-Based Mail Connector

It is now possible to configure a Communité server that uses a file-based message store rather than an Exchange Server. A File-Based Communité server and an Exchange-based Server will not be able to pass messages between the two systems.

- Includes FBMC Quota

Internationalization

Release 2.2 of Communité has been enhanced to permit easier localization of the product.

Pilot Number Support

You are now able to assign a pilot number (a 4 or 5 digit internal extension) which enables a user to more quickly access his or her mailbox. To access the Communité mailbox, a user simply dials the 4 or 5 digit number and the system will prompt him or her to enter the mailbox number. After entering the passcode, the user can begin playing his or her messages.

Mobilité PDA Client Integration

Custom handlers are available for users who purchase Mobilité. After publishing the handlers, users can start using the Communité client designed specifically for PDA users. Wireless users can play back voicemails and faxes, change their Communité Status, and do most everything users of the Communité Personal Settings can do.

The Mobilité handlers and a readme file can be found on the Communité CD, in a directory called \Communité Wireless Directory.

SMDI and Lines Diagnostic Utility

This is a configuration tool to allow the system administrator to more easily setup and configure a Communité system. The tool works much like the "Lines" page of the Interaction Client in CIC and EIC, displaying a list view of all provisioned lines in the system. Columns for SMDI information also exist as to make it easy to visually match-up calls and SMDI messages received.

Telephone User Interface (TUI) Features

The following TUI features have been added in the 2.2 release:

Calendaring Support

Through the telephone, users are now able to listen to appointments in their Outlook calendar from the TUI menu option, 6. Users can choose to play today's appointments or those for a certain day.

Place Call Feature

From the telephone, users can place a call by pressing 9 at the TUI menu. This can come in handy for users who want to conveniently call another Communité user or personal contact after listening to messages.

Access Another Mailbox Folder

This feature allows users to access other folders in their Inbox from the TUI menu option, 8. This allows users to play messages stored in other folders besides the main Inbox folder while listening to messages from their mailbox.

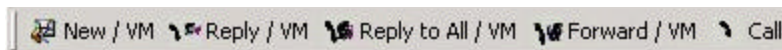
Voicemail Form Enhancements

The following new features have been added to the voicemail form for Communauté 2.2:

- You can record and attach voice messages with a microphone or from a remote telephone. Users can choose to attach a voicemail recording by opening the new Insert menu and choosing Recording, or by clicking the new Recording button located on the Interaction Voice Message window.
- When you create, reply to, or forward voice messages, you can now attach files to the voicemail message. Users can choose to insert a file attachment by opening the new Insert menu and choosing Attachment, or by clicking the new Attachment button located on the Interaction Voice Message window.
- When the caller's telephone number is known, you can call that number by pressing the Call button from the new Voicemail Outlook toolbar.
- To integrate voicemail and email windows, the Interactive Voice Message window now contains a look and feel similar to the Microsoft Outlook message window. The new window contains and supports such common Outlook fields as From, To, Cc, and Bcc.

Voicemail Outlook Toolbar

A new Voicemail toolbar has been added to Microsoft Outlook. This toolbar allows you to create and send new voicemail messages, add your own voicemail message when you reply to or forward voicemail messages, and automatically place a call back to the person who left you a voicemail message.



The toolbar consists of the following buttons:

- **New / VM:** The New Voicemail Message button opens the Interactive Voice Message window, where you can record a new voicemail message.
- **Reply / VM:** The Reply to voicemail with voicemail button opens the Interactive Voice Message window, where you can create and attach a text message or record and attach a voice message to send to the voicemail originator.
- **Reply to All / VM:** The Reply to all with voicemail button opens the Interactive Voice Message window, where you can create and attach a text message or record and attach a voice message to send to all parties who received the original voicemail message.
- **Forward / VM:** The Forward voicemail and add a voicemail message button opens the Interactive Voice Message window, where you can create and attach a text message or record and attach a voice message to send to the another recipient.
- **Call:** The Call button searches for the sender's telephone number in the address book and automatically dials the number for you.

VPIM (Voice Profile for Internet Messaging) Support

This option in the Communité Server setup enables VPIM connectivity from legacy voicemail systems. This allows voicemail messages to be sent back and forth between Communité and legacy voicemail systems.

Enhancements to Communité User Administration

The following administrative enhancements are included in Communité 2.2:

Enhanced Security

Several options were added to help prevent unauthorized access to a Communité user's mailbox. They include the following:

- Maximum Failed Login Attempt
- Failed Login Reset Interval
- Lockout Duration

- Notification of users on failed login attempts and on account lockouts

For information on these features, see the *Communité Administrator Guide*, located on the Communité CD.

Additional E-Mail Type for Users

You can now choose from several options for the e-mail type when adding Communité users. You can choose from the following options:

- Exchange
- File-Based
- VPIM

LDAP Failback

When the incoming call handler fails to query LDAP (because LDAP is down or unreachable), the handler will store the voicemail locally (i.e. in an UNSENT directory). Another handler will periodically poll this UNSENT directory, and try to resolve the extension to an e-mail address until LDAP connectivity has been restored. This means voicemails can be taken even if LDAP is offline.

Microsoft Management Console (MMC) Configuration File

This consists of an attributes.xml file which enables you to change the attributes which are used in the NT user object. By default, Communité uses the "givenName" Attribute to populate the i3sic FirstName attribute and the "telephoneNumber" attribute to populate the i3sicLocalPhoneNumber attribute. This configuration file allows you to use some other NT user object field to populate the phone number, for instance.

New Services Added for Organizational Groups and Users

The following new Services can be assigned to Organizational Groups and Users:

- **Check Calendar** – Allow the user to listen to his or her appointments for a particular date over the telephone.
- **Email** – Allow the user to receive voicemail messages and faxes in his or her email client.

- **Outbound Dialing** – Allow the user to place a call to the sender of a voicemail.
- **Personal Groups** – Allow the user to create personalized groups of Communité users for broadcasting voicemail messages or viewing information such as availability status. Also with this service, users can create Personal Contacts, including those with a VPIIM address, which can be used when sending messages.

For information on these features, see the *Communité Administrator Guide*, located on the Communité CD.

Support for Multiple User Extensions

Communité users are now able to specify more than a single extension. This allows callers to reach the same user at multiple extensions.

Support for Multiple User Fax Extensions

Communité users are now able to specify multiple fax DID extensions. This will allow multiple FAX extensions to be assigned to a single user.

Schema is Compatible with Windows XP (add GUIDs)

The Communité team has enhanced the internal GenI3Schema program to recognize GUID definitions in the schema source script, and has defined these GUIDs in the Communité schema scripts. Objects in the Active Directory Schema require GUIDs for internal operations. If these GUIDs are not explicitly specified, the system will automatically generate random GUIDs for the objects at install time. This can become a problem in the future as it is very inconvenient not to know the GUID for various schema objects.

Voicemail Limits Added

Several options were added which allow you to define the amount of storage space a user can have. The new options include the following:

- Maximum Voicemail Length
- Warning Interval

- Maximum Greeting Length

For information on these features, see the *Communauté Administrator Guide*, located on the Communauté CD.

Communauté Personal Settings Enhancements

The following enhancements were added in the Communauté 2.2 release:

e-FAQ add-on

During the Communauté Client components setup program, users can select the e-FAQ option if their organization has purchased this FAQ-building application. Users who select this option without having a license will be directed to a sample e-FAQ page with frequently asked questions about Communauté. After selecting this option, users will see an e-FAQ icon in the Outlook Bar.

Address Book

This new feature includes the following items:

- User Directory
- Personal Contacts
- Personal Groups

User Directory

The User Directory allows you to search for other Communauté users. This useful tool helps users locate phone numbers, email, and statuses of other Communauté users.

Personal Contacts

Enables you to add non-Communauté users to the Communauté system in order to dial personal contacts and add them to Personal Groups. If you have created personal contacts from the Communauté Personal Settings, you can add them to any of your Personal Groups from Communauté Personal Settings or the telephone.

Personal Groups

Users will be able to create, edit and delete personal groups from the TUI and from the Communité Personal Settings page. This information is stored in LDAP. If you send messages to the same group of Communité users and/or personal contacts regularly, personal groups can save you time.

You create the groups by assigning as many Communité users and/or personal contacts as you desire to a group extension.

Communité personal groups help you:

- Create personalized groups of Communité users and personal contacts in order to broadcast voice messages to these people.
- View the statuses of the Communité users associated to your groups.

Enhanced Rules Support

The "From" field in the Rules page has been enhanced to support Wild Card matching.

Until Date/Time Added to Some Statuses

The Until Date/Time has been added for some statuses.

Follow Me is Available for Other Statuses Than "Follow Me"

The 2.0 Communité product supported Follow Me functionality via the status "Follow Me" or via a specific Follow Me rule action. The 2.2 Communité product allows each status to be configured with a Follow Me setting so this functionality is now available from statuses other than "Follow Me." As a result, the "Follow Me" status was deleted.

Aculab Support

Communit  now supports Aculab with the full 2.2 feature set. Aculab support in Communit  2.2 also contains some significant improvements.

For detailed information about Aculab support, see the *Aculab Application Note* in the \Documentation\Reference directory on the installation CD.

This section discusses the following topics:

- Improvements
- Requirements
- Dialogic/Aculab Combination Support
- Finding Additional Information

Improvements

Aculab support in Communit  2.2 contains the following improvements:

- New state machine with greatly reduced locking for greater reliability. Adding new protocols (such as QSIG or DPNSS) is easier.
- Dynamic reconfiguration — no need to reboot after changing lines, interfaces, etc. However, due to driver restrictions, you will still need to make reboot after changing drivers.
- Ability to reinitialize a trunk without restarting the server.
- Simplified setup. The graphical Aculab installer on the *Telephony Subsystem Drivers and Related Software CD* replaces the need for manually configuring the config.acu file.

Requirements

Communit  2.2 supports Aculab PCI Prosody and PCI Trunk boards. The H100 bus on these boards allows for 4096 time slots, which means you can add many more lines to your Communit  Server. The specific combination of boards and software depends on your application, type of phone service, and other system requirements.

Aculab support in Communit  2.2 requires a number of Aculab drivers, including:

- Call driver 5.8.2
- Speech driver 1.4.3
- Switch driver 3.2.7

These drivers are included in the Aculab setup on the *Telephony Subsystem Drivers and Related Software* CD in the product box. (Do not download the drivers from the Aculab Web site.)

You must install and configure Aculab software before running the Communit  2.2 Server setup. To do this:

- Run the Aculab setup from the *Telephony Subsystem Drivers and Related Software* CD in the installation package to install the drivers and the Aculab Adapter Configuration utility on the Communit  Server.
- Run the Aculab Adapter Configuration utility to configure the boards and download the firmware. See the *Aculab Application Note* for instructions.

The Communit  2.2 Server setup enables you to select Aculab as a hardware platform. You can also select Aculab Fax for any Aculab Fax boards.

For More Information

For more information about Aculab support:

- See the *Aculab Application Note* in the \Documentation\Reference directory on the installation CD for detailed instructions for installing and configuring Aculab boards and drivers, and post-installation configuration.
- Visit the Support Web site , www.inin.com/support/communitel/telephony, for the latest Aculab information and a list of supported hardware and software.
- Contact your vendor for information on related components and cables required to connect the boards to the appropriate lines or other devices.

Dialogic Support

This section discusses the following topics on Communité 2.2 Dialogic support:

- Features
- Requirements
- Dialogic/Aculab Combination Support
- Finding Additional Information

For detailed information about Dialogic support, see the *Dialogic Application Note* in the \Documentation\Reference directory on the installation CD.

Features

Communité 2.2 contains the following new Dialogic features:

- **Support for Dialogic DM3 Voice Resource Board DM/V2400A – PCI.** Please note that as currently implemented, Telephony Services cannot detect fax tone with DM3 voice resources. Due to the manner in which voice resources are allocated, this should not be a problem for most sites. A fix will be available in an upcoming service release.
- **Support for Dialogic IPLink boards.** Enables SIP; Dialogic SR 5.1.1 with SP1 is required. For Communité 2.2 GA, support for Dialogic IPLink boards is Beta-level. For more information, see “SIP Support in Communité 2.2 GA”.
- **Support for Dialogic quad-span trunk board.** Not available for GA; will be available in an upcoming release.
- **Simplified setup.** Interactive Intelligence has written a “wrapper” that runs the Dialogic SR setup from the *Telephony Subsystem Drivers and Related Software CD*, and requires minimal user input.

Requirements

Dialogic support in Communit  2.2 requires Dialogic SR 5.1 unless otherwise noted. The driver and other files necessary for Dialogic installation are included on the *Telephony Subsystem Drivers and Related Software* CD in the installation package.

You must install and configure Dialogic software before running the Communit  2.2 Server setup. To do this:

- Run the Dialogic setup from the *Telephony Subsystem Drivers and Related Software* CD in the product box to install the drivers and the Dialogic Configuration Manager utility on the Communit  Server.
- Run the Dialogic Configuration Manager utility to configure the boards and download the firmware. See the *Dialogic Application Note* for instructions.

Note that Dialogic SR 5.1 includes GammaLink 5.0. If GammaLink is needed, it should only be installed as part of SR 5.1.

The specific combination of boards and software depends on your application, type of phone service, and other system requirements.

For More Information

For more information on Dialogic support:

- See the *Dialogic Application Note* in the \Documentation\Reference directory for detailed instructions on installing and configuring Dialogic boards and drivers, and post-installation configuration.
- Visit the Support Web site , www.inin.com/support/communitite/22/telephony, for the latest Dialogic information and a list of supported hardware and software .
- Contact your vendor for information on related components and cables required to connect the boards to the appropriate lines or other devices.

Cisco TAPI Support

Communité now supports Cisco TAPI with most of the 2.2 feature set. Cisco TAPI support in Communité 2.2 also contains some improvements.

For detailed information about Cisco TAPI support, see the *Cisco TAPI Application Note* in the \Documentation\Reference directory on the installation CD.

This section discusses the following topics:

- Features and Improvements
- Requirements
- Migrating from IC 1.4 (Cisco TAPI)
- Finding Additional Information

Features and Improvements

Cisco TAPI support in Communité 2.2 contains the following new features and improvements:

- **Improved scalability.** For more information, see the *Cisco TAPI Application Note*.
- **Listening and recording support for multiple switches and VLANs.** VLAN is a configuration done on the network that separates data stream types. You can group all voice data into one or more VLANs.
- **Nuance Speech Recognition support for Cisco CallManager environments.** Not available for GA; may be available in an upcoming service release.

Requirements

Communité 2.2 supports the Cisco AVVID (Architecture for Voice, Video, and Integrated Data) network via the Cisco TAPI interface. The Cisco TAPI interface allows the Interaction Center to monitor and control devices on the AVVID network.

Communité does not connect to Cisco devices directly. Rather, Communité “talks” via the TAPI protocol to the Cisco Telephony Service Provider (TSP) -- software created by Cisco. The Cisco TSP in turn uses standard and Cisco specific protocols to interface with other Cisco equipment in the AVVID network.

The minimum requirements for Cisco TAPI support in Communité 2.2 are:

- Cisco CallManager 3.1(3a)spC
- Cisco TSP 3.1(.43)

Before running the Communité 2.2 Server setup, you must:

- Install and configure the CallManager Server
- Install and configure the Cisco TSP on the Communité Server

See the *Cisco TAPI Application Note* for instructions.

The Communité 2.2 Server setup enables you to select Cisco TAPI as a hardware platform.

For More Information

For more information on Cisco TAPI support:

- See the *Cisco TAPI Application Note* in the \Documentation\Reference directory on the installation CD for detailed instructions for installing and configuring Cisco TAPI, and post-installation configuration.
- Visit the Support Web site, www.inin.com/support/communité/22/telephony, for the latest Cisco TAPI information and a list of supported software.

SIP Support

Communité 2.2 supports a new telephony option, called Session Initiation Protocol (SIP).

For detailed information about SIP support, see the *SIP Application Note* in the \Documentation\Reference directory on the installation CD.

This section discusses the following topics:

- About SIP
- Requirements
- SIP Support for Communité 2.2 GA
- Finding Additional Information

About SIP

SIP is emerging as the new standard for call routing, state functions, and control within IP communications networks. SIP gives the Interaction Center vendor independence by allowing IC to interface directly with a wide variety of SIP-enabled gateways and SIP-enabled hard and soft IP phones. In the IC SIP implementation, SIP is a feature available on telephony board systems. This allows SIP to be used on the same servers as existing Dialogic and Aculab hardware.

Utilizing SIP, Communité can function in a variety of new ways, including as a standalone “all-in-one”-style communications solution or as a communication server in conjunction with an existing SIP gateway and SIP proxy server and managing all of the SIP-enabled IP phones connected a given IP network. Some typical architectures might be:

- Mixed traditional telephony trunks and analog stations with SIP stations
- Mixed traditional telephony trunks with analog stations and IP trunks connected via a SIP gateway
- All SIP-based IP telephony solution for all trunks.

Requirements

Communit  2.2 supports SIP-enabled Dialogic and AudioCodes boards. AudioCodes boards work with Dialogic and Aculab environments.

The following table summarizes the combinations of hardware and software available for SIP support in Communit  2.2:

SIP-enabled Telephony Boards	Telephony Board System	Required Software
Dialogic IP boards	Dialogic SR 5.1.1 with SP1	Install Dialogic SR 5.1.1 with SP1 from the <i>SIP Subsystem Drivers and Related Software</i> CD in the installation package.
AudioCodes IP boards	Dialogic SR 5.1 with SP1	No special SIP drivers are needed for AudioCodes boards.
AudioCodes IP boards	Aculab	No special SIP drivers are needed for AudioCodes boards.

The specific combination of boards and software depends on your application, type of phone service, and other system requirements.

You must install and configure the SIP-enabled telephony boards and the required software before running the Communit  2.2 Server setup. If you are installing Dialogic IPLink boards, run the Dialogic SR 5.1.1 setup, which also includes SP1, from the *SIP Subsystem Drivers and Related Software* CD. See the *SIP Application Note* for instructions.

SIP Support for Communit  2.2 GA

This sections describes the SIP support available at the time of the Communit  2.2 GA release:

Support for AudioCodes IP boards for the following systems is GA:

- Dialogic systems with only H100 boards
- Dialogic systems with a mixture of H100 boards and ScBus boards
- All Aculab systems

Support for Intel/Dialogic IP boards for the following systems is Beta*:

- Dialogic systems with only H100 boards
- Dialogic systems with a mixture of H100 boards and ScBus boards

The GA solution will be available when a future Dialogic service pack is released.

- * Interactive Intelligence support for systems using Intel/Dialogic IPLink boards will be supported as a Beta until Intel has resolved a few outstanding issues. Until that time, support calls involving Beta systems will be logged through normal support channels. Trouble shooting of incidents that do not involve the Dialogic IPLink board and/or software will be handled as a routine support call. If upon review, it is determined that an issue is in fact IPLink-related, the incident will not be escalated. Efforts will be made to correct all IPLink-related problems, but within Beta guidelines. Solutions dependent upon the manufacturer are beyond our control, and can only be made available as they are provided to us. IPLink support will be considered GA once Interactive Intelligence receives the appropriate service pack (SP) from Intel/Dialogic, tests and certifies it, and determines it can be loaded with a Communité 2.2 installation.

For the latest information

Check the Support Web site

(www.inin.com/support/communité/22/telephony/SIP) for the latest information on SIP support and to download any patches.

For More Information

For more information on SIP support:

- See the *SIP Application Note* in the \Documentation\Reference directory on the installation CD for detailed instructions for installing and configuring SIP-enabled telephony boards and drivers before you run the Communité Server setup. It also includes post-installation SIP configuration procedures.
- See the *SIP Topology and Call Flows Application Note* in the \Documentation\Reference directory for a description of the configurations and call flows of devices in a SIP architecture that contains an IC system.
- See the *SIP 3rd Party Component Application Note* in the \Documentation\Reference directory for a list of verified SIP-compatible devices (such as phones and gateways), and configuration instructions for getting each to work with IC systems.
- Visit the Support Web site, www.inin.com/support/communitite/22/telephony, for the latest SIP information and a list of supported hardware and software.

General System New and Enhanced Features

This section discusses the following new and enhanced system features in Communité.

- Anti-Virus Software
- Text-to-Speech Engine
- Software Requirement Changes
- Communité Setup Program Changes
- Voicemail Compression

Anti-Virus Software

Interactive Intelligence has verified that Norton Anti-Virus and McAfee VirusScan software can be installed on the Interaction Center platform server(s) as part of a system-wide anti-virus strategy.

However, we strongly recommend against actively scanning the hard drive during moderate-to-heavy call volume or other IC activity, as the active scanning can impact the server's performance. Such scans should be performed during off hours to minimize the negative impacts.

The customer or partner has the option to install anti-virus software. If you suspect the anti-virus software is causing any issues, a Support Engineer may ask you to remove the software for troubleshooting purposes.

New TTS Engine (Microsoft SAPI 5)

In Communité 2.2, the L&H text-to-speech (TTS) engine is replaced with a new text-to-speech engine: Microsoft SAPI 5. The new engine is installed by default with Microsoft's included TTS voices, so North American users don't need to do anything during or after the Communité Server setup to configure text to speech functionality.

The Microsoft SAPI 5 engine supports a limited number of languages so it may not be suitable for all users. However, it is included with the operating system and is installed automatically.

After the Communit  Server setup, you may optionally change the voice settings by double-clicking the Speech icon in the control panel. When the Speech Properties dialog appears, click the Text to Speech tab.

Some users may want to license a different SAPI 5 compliant TTS engine. For a complete list of Interactive Intelligence certified TTS engines, contact your sales representative or consult the Interactive Intelligence Web site (<http://www.inin.com/products/tts/tts/asp>) for details. For more information on TTS options and configuration, see the *Text to Speech Engines for the IC Platform 2.2* white paper located in the \Documentation\Reference directory on the installation CD.

Software Requirement Changes

Communit  2.2 has no major software requirement changes since Communit  2.0. For a complete list of hardware and software requirements, see Chapter 2, "Before You Install" in the *Communit  2.2 Getting Started Guide*.

SNMP Service

In Communit  2.2, SNMP service is optional — the Communit  Server setup does not require it, and the Interaction Center Service starts without it.

However, SNMP service *is* required if you plan to use an SNMP-compliant Network Management Systems (NMS) tool. For more information, see the *Communit  2.2 Getting Started Guide*.

In earlier versions, SNMP was required for the Interaction Center Service to start.

Communit  Setup Program Changes

This section describes changes to existing Communit  setup programs since Communit  2.0. See the *Communit  2.2 Getting Started Guide* for complete descriptions of these setup programs.

Communité Server Setup

This section describes what is new or changed in the Communité Server setup.

Hardware Platform

All three telephony options in the Select Hardware Platform dialog are now supported:

- Aculab
- Dialogic
- Cisco TAPI

For SIP support, you may select Dialogic or Aculab, depending on your configuration.

You must have already installed and configured the necessary hardware and software for your telephony platform before running the Communité Server setup. For more information, see "Telephony Services New and Enhanced Features".

Cisco TAPI Setup Options

The Cisco TAPI Communité Server setup differs from the Dialogic and Aculab Communité Server setups in the following way:

- SMDI and Fax Support are not included in the Select Components dialog.

Configure Mail Retrieval Settings Dialog

The Remote Secure Login option was removed from the Communité Server setup and is now available as an optional server parameter. This parameter allows users to bypass the requirement for entering the mailbox number and passcode when retrieving messages from a default telephone. To activate this feature, you create the server parameter, *Remote Voicemail Secure Number Login*, in Interaction Administrator.

Communité Active Directory Configuration Setup

The Communité Active Directory Configuration Setup program no longer includes the files needed for viewing the Communité containers in the Active Directory Users and Computers snap-in. That part of the install is now part of the Communité Server install program and is available in the Communité User Administration setup. In order to administer Communité users and organizations, you must perform these tasks from the Communité Server or from a remote computer on which you run the Communité User Administration setup program.

This setup program does the following things:

- Extends the current LDAP schema by adding Communité objects.
- Adds the appropriate Communité containers in Active Directory.
- **New** - Creates a "Communité Admins" group that has advanced security permissions for interacting with the Communité Active Directory containers.

Communité Client Components Setup

This section describes what is new or changed in the Communité Client components setup.

Hardware Platform Automatically Detected

The Communité Client components setup automatically detects the Communité Server's telephony platform (Dialogic, Aculab, or Cisco/TAPI) and installs the correct version of Communité Client for that Communité Server. If the setup detects a TAPI Communité Server, the user is prompted for an extension. If the TAPI user selects Fax, the user is prompted for the name of the fax server.

"TAPI" Component Name Changed to "Outlook Dialing"

The name of the component that installs Outlook dialing support has been changed from "TAPI" to a more descriptive name, "Outlook Dialing". For more information, see the *Dialing Phone Numbers from Outlook 22* white paper, located in the \Documentation\Reference\ directory on the CD.

Voicemail Support for Multiple Users on a Workstation

If two or more users have different accounts on the same workstation, each of the users must run the Communité Client components setup on that workstation in order for each to obtain voicemail form support.

Other Enhancements

This following additional enhancements have been added for Communité 2.2.

Set Automatic Gain Control to Increase Voicemail Volume

If your voicemail sound is too low (a situation that can occur in a Cisco TAPI environment), you can use automatic gain control to improve voicemail volume. This feature normalizes voicemail volume by analyzing the entire file and then adjusting the volume of the entire file to a standard level.

You can set automatic gain control by modifying attributes in the following registry setting on the server:

HKLM\Software\Interactive

Intelligence\EICAUDIOFileCompressor. The two automatic gain control attributes are **NormalizeVoiceMail** and **SaveAudioDir**. See *Voicemail Compression Options* in the /Documentation/Reference directory on the installation CD for instructions on how to enable or disable automatic gain control.

LogSnipper

The LogSnipper is an application that extracts a portion of an IC subsystem trace log and saves it to a file. It is useful when you need to troubleshoot a specific time period within a large trace file.

LogSnipper has been available since IC 2.1, and was improved for Communité 2.2. It can only be used on logs generated with Communité 2.2 and later.

LogSnipper is located on the Communité Server in the \\3\IC\Common directory. For instructions on using LogSnipper, see *Using LogSnipper* in the \Documentation\Reference\ directory.

Data Log Purges

By default, Communité purges data 730 days (two years) of age. The default purge runs nightly and attempts to delete all data older than two years from each of the logs.

Starting with IC 2.1, you can now configure log purge settings in Interaction Administrator after Communité is installed and configured. You can make the following changes in Interaction Administrator:

- Schedule the time of day you want the data log purge to take place, and how often you want the purge to run. Configure these settings in the Site:Server Container. Double-click Configuration and select the Report Log Purging tab.
- For each report log (base or custom), specify how long you want the report log data to be retained, and whether you want the report log to be purged automatically or not. Configure these settings in the System Configuration:Report Logs Container. Double-click a report log and select the Retention tab. Repeat for the other report logs listed.

Interaction Administrator New and Enhanced Features

Interaction Administrator 2.2 now contains support for customizing and configuring Communité for the following telephony interfaces:

- Dialogic.
- Aculab
- Cisco TAPI
- SIP

For complete configuration information, see the Interaction Administrator online help and the appropriate Application Note, for example, *SIP Application Note*, on the /Documentation/Reference directory on the installation CD.

New Server Parameters

This section lists the new server parameters in Communité 2.2.

Communité Server Parameters

Communité 2.2 contains the following new server parameters:

Server Parameter	Description
UM Calendar Server Host	Used with the calendaring service. This allows users to check appointments over the telephone. The value needs to be the name of the server running the calendar.
UM Significant Digits	<p>Trims the DNIS to a certain number of digits. The value should be set to a number.</p> <p>For example, if UM Significant Digits is set to 4, and the DNIS to Communité shows up as 3177158594, then the handlers take the right-most 4 digits and look for a user with the phone number of 8594.</p> <p>Note: If the parameter is not present, then no modifications are made to the DNIS.</p>
Fax Format	<p>This value is used when you want the format of your faxes to be saved as .tif files instead of .i3f files.</p> <p>Example: tif or tiff</p>
LDAP Server	<p>This parameter displays the name(s) of your Active Directory server(s) that you entered during the Communité Server installation. There are two dialog boxes where you are prompted for information about your Active Directory Server.</p> <p>Example: Buzz1 Buzz2 Buzz3</p>

Server Parameter	Description
External Fax Server	<p>Contains information the handler needs to direct faxes to an external server. This is frequently used in TAPI environments and makes use of the TCI/IP tools. This parameter uses a semi-colon (;) to delimit information.</p> <p>External fax host – the DNS or IP address of the external fax server.</p> <p>Listing TCP Port – TCP port the external fax will be listening on in order to receive incoming fax messages.</p> <p>Temporary directory on external fax – The work directory on the external fax server. A UNC path might be \\host name\common\work.</p> <p>Example:</p> <p>Faxserver;8887;\\faxserver\common\work</p>
VPIM Parameters	<p>Contains login information that a handler needs to send a VPIM message. This parameter uses a semi-colon (;) to delimit information.</p> <p>Example:</p> <p><default VPIM from address>;<VPIM host>;[user name];[password]</p>

Cisco TAPI Server Parameters

Communité contains the following new server parameters for Interaction Administrator to support Cisco TAPI. For information, see the *Cisco TAPI Application Note* in the \Documentation\Reference directory on the installation CD.

Server Parameter	Description
IP Dial Tone	Used to generate Interaction Center dial tone for IP phones. Used by translation pattern "#". Note must configure translation pattern "#".
IP Message Button	Used for voicemail retrieval over the IP phone when the message button is pressed. Note must configure voicemail button (Select "Service", "Service Parameters", "Cisco CallManager" from drop down list "VoiceMail" from drop down list. Give it a value of 1002). The value 1002 can be changed in Step 2 of section
IP Voicemail Direct	Used to send calls directly to voicemail. When a call is presented at this route point, the call will not alert a user by phone but be sent directly to voicemail. Use this value on the forwarding values from the IP phones.
Force Message Button Login	Note The Cisco IP Phone message button will not ask for a user name and password if you have IC Client active and set to an available status. You can change this behavior with this server parameter. Default: No If set to Yes , it forces users to enter their ID and password.

Server Parameter	Description
Adjust Voicemail Volume	Default: No Valid Values: Yes/No
Voicemail Volume	Default: 20 Valid Values: 1-30
Voicemail Minimum Threshold	Default 3 Valid Values: 3-10
Local Fax Server Pool Path	Create this parameter as part of the process to prepare the fax server to support remote requests to forward a fax to a remote number. The value of this parameter should be a fully qualified path to the shared directory where faxes will be pooled for forwarding to remote numbers.
Remote Fax Server	One of the parameters used to prepare the IC Server to access the fax server and support forwarding faxes to remote numbers. The value of this parameter is the IP address or the domain name of the IC fax server.
Remote Fax Pool Path	One of the parameters used to prepare the IC Server to access the fax server and support forwarding faxes to remote numbers. The value of this parameter is the mapped drive or UNC path to the shared directory that contains the fax pool.
Remote Fax Server Port	One of the parameters used to prepare the IC Server to access the fax server and support forwarding faxes to remote numbers. The value of this parameter should be identical to the port number entered on the fax server.

Server Parameter	Description
DID Voicemail Workgroup	UM Only Users / VM Only Users (no IVR/AutoAttendant). Create this parameter and give it a value of DidVMWorkgroup.

SIP Server Parameters

Communité contains the following new server parameters for Interaction Administrator to support SIP. For information, see the *SIP Application Note* in the \Documentation\Reference directory on the installation CD.

Server Parameter	Description
AudioCodes Setup	For use with an AudioCodes IP board IPM-260.
AudioCodes Firmware	For use with an AudioCodes IP board IPM-260.
AudioCodes Law Select	For use with an AudioCodes IP board IPM-260.
AudioCodes Start Media Port	For use with an AudioCodes IP board IPM-260.
IP Managed Phone Shortcut	Gives the main IVR to managed phones.
IP Message Button	For voicemail retrieval over the IP phone when the message button is pressed.
Force Message Button Login	Indicates whether the user id and password will be required at all times.
IP Voicemail Direct	Sends calls directly to voicemail for unmanaged phones.
SIP Default Display String	Used as the SIP display string in the FROM header when calls are made to persistent SIP managed stations and to any SIP managed station when the client MakeCall button is pressed. This string will show on the From field on the phone display.
Message Light	Activates message light logic in the Interaction Center.

Server Parameter	Description
Message Light Persistent	Causes the message light on the phone to persistent in the on state while any unread voicemails exist, or set it to cause the message light on the phone to turn off after the first unread voicemail is read.

Known Issues in Communit  2.2

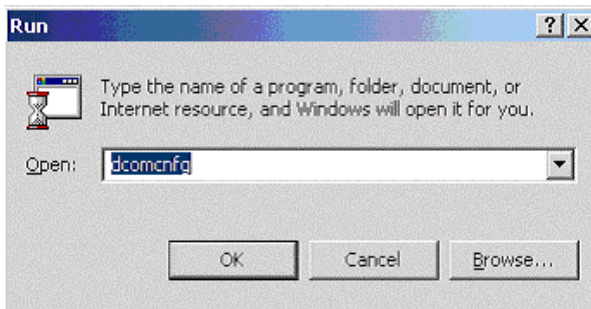
See the Interactive Intelligence Knowledgebase (<http://knowledge.inin.com>) for known issues in Communit  2.2.

Handset Audio Service

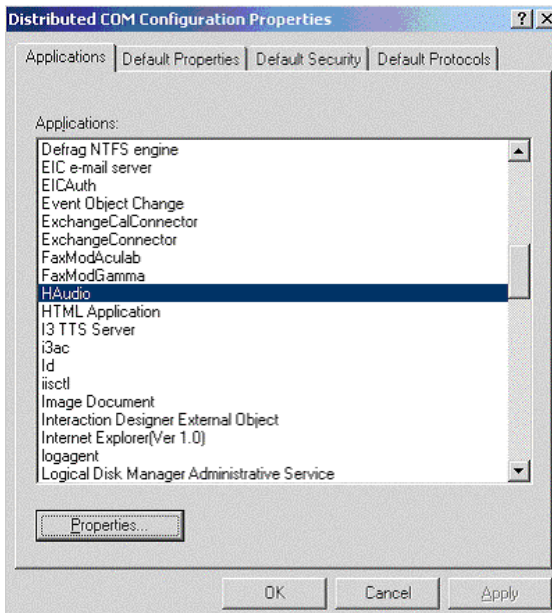
There is a known issue with the Handset Audio Service (Haudio) after the Communit  Server install. You will have to manually set the Authentication level to None and change the user account from which the service runs to the Communit  Admin account.

Follow these steps to make those changes:

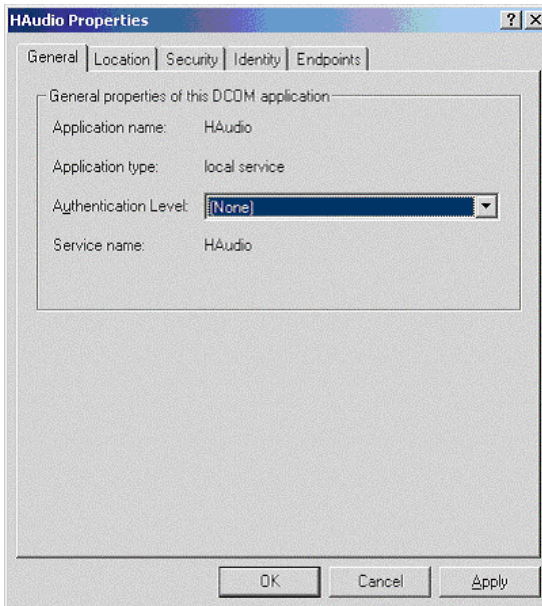
1. Click Start and Run. Type dcomcnfg and click OK.



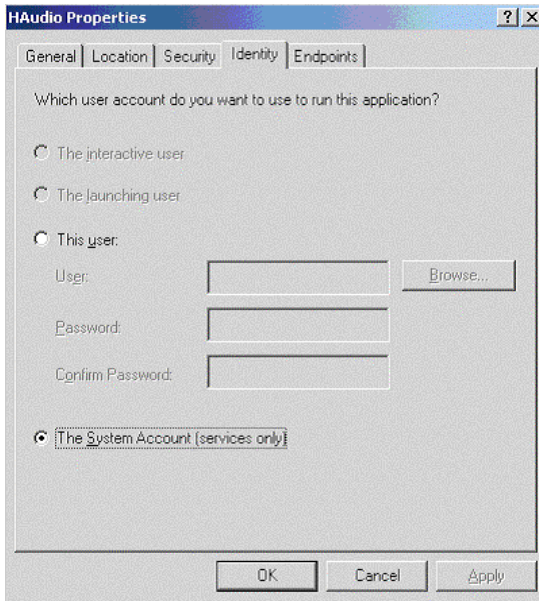
2. Choose HAudio and click Properties.



3. Change the Authentication Level to None.



4. Click This User.



The image shows a Windows-style dialog box titled "HAudio Properties". It has five tabs: "General", "Location", "Security", "Identity", and "Endpoints". The "Identity" tab is currently selected. The main area of the dialog asks, "Which user account do you want to use to run this application?". There are four radio button options: "The interactive user", "The launching user", "This user:", and "The System Account (services only)". The "This user:" option is selected. Below this option are three text input fields labeled "User:", "Password:", and "Confirm Password:". To the right of the "User:" field is a "Browse..." button. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

General | Location | Security | Identity | Endpoints

Which user account do you want to use to run this application?

☐ The interactive user

☐ The launching user

☒ This user:

User: Browse...

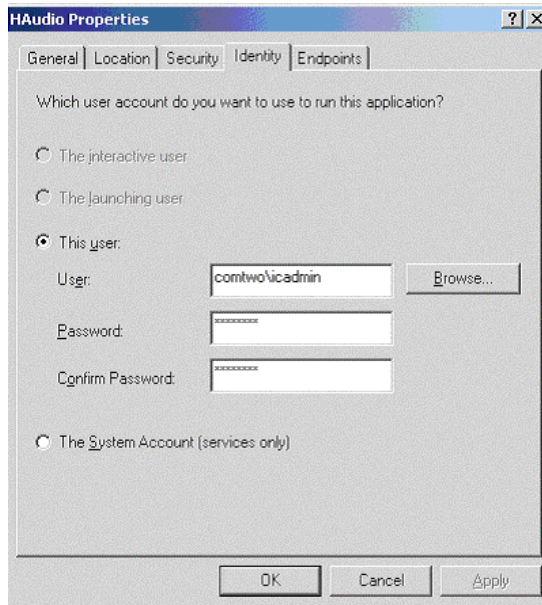
Password:

Confirm Password:

☒ The System Account (services only)

OK Cancel Apply

5. Type the domain and username for the Communité Admin account. Enter the password for the account and click OK.



The image shows a Windows-style dialog box titled "HAudio Properties". It has five tabs: "General", "Location", "Security", "Identity", and "Endpoints". The "Identity" tab is currently selected. The dialog asks, "Which user account do you want to use to run this application?". There are four radio button options: "The interactive user", "The launching user", "This user:", and "The System Account (services only)". The "This user:" option is selected. Below this, there are three text input fields: "User:" (containing "comtwo\vicadmin"), "Password:" (with masked characters), and "Confirm Password:" (also with masked characters). A "Browse..." button is located to the right of the "User:" field. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Apply".

HAudio Properties

General | Location | Security | Identity | Endpoints

Which user account do you want to use to run this application?

☐ The interactive user

☐ The launching user

☒ This user:

User: comtwo\vicadmin Browse...

Password: [masked]

Confirm Password: [masked]

☐ The System Account (services only)

OK Cancel Apply

Message Waiting Indicator (MWI) Handler Needs to be Updated

An issue was found with turning message waiting lights on and off in some configurations. It is recommended that you copy and publish the following handler to prevent and/or correct this situation.

- Custom_GenerateMWIEvents.ihd

Follow these steps to copy and publish the handler.

1. Browse the CD to the \Additional Files\Hotfixes directory and copy the Custom_GenerateMWIEvents.ihd handler to the \custom handler directory on your Communauté Server.
2. Open the handler from within Interaction Designer.
3. Publish the handler from the
\\3\ic\install\admin\icadmin\22handlers\custom directory.

UMIVRMessageProcess and UMSendMessge Handlers Need to be Updated

An issue was discovered when a user would send the same voicemail to more than one person or a group with two different comments. Only the first voicemail with the comment would be delivered. Also, any comments that were being recorded were not being deleted after the message was sent. This would cause the \Work directory to slowly fill up with .wav files.

The following handlers, located on the CD in the \Additional Files\Hotfixes directory, correct this situation.

- UMIVRMessageProcess.ihd
- UMSendMessage.ihd

Follow these steps to copy and publish the handlers.

1. Browse the CD to the \Additional Files\Hotfixes directory and copy the UMIVRMessageProcess.ihd and the UMSendMessage.ihd handlers to the \custom handler directory on your Communité Server.
2. Open the handlers from within Interaction Designer.
3. Publish the handlers from the
\\3\ic\install\admin\icadmin\22handlers\custom directory.

Documentation Issues

The following table discusses a known documentation issue.

Issue	SCR	Description
<p>On a Windows 98 or ME client workstation, one or more elements of an IC online help system are missing:</p> <ul style="list-style-type: none">• The Search tab appears, but it is blank or a search cannot be successfully established.• The Contents tab does not appear. <p>This problem may occur in any of the following IC online help systems:</p> <ul style="list-style-type: none">• Interaction Administrator• Interaction Designer• Interaction Fax Cover Page Editor• Interaction Prompt Studio	10325	<p>When help systems are installed on a network server directory, problems related to drive mapping can occur, resulting in missing elements in the help system. We offer two solutions.</p> <p>Solution 1: Delete .gid and .fts files</p> <p>In many cases, the missing element problem can be resolved by exiting the help system, opening the directory where the help system is located, deleting the any .gid and .fts files, and re-opening the help system.</p> <p>Solution 2: Install Help Files on a Local Directory</p> <p>If the above solution does not work, copy the online help files (.hlp and .cnt) to a local directory (such as C:\Program Files\Interactive Intelligence). Then edit the shortcut in the Start Menu so that the "Start In" field points to that local directory. The install also created shortcuts to the online help systems in the Interactive Intelligence program group. You should modify these shortcuts to point to the local copies of the help files.</p> <p>Refer to the following list to determine which help files you should move from the server to the local machine:</p> <p>Interaction Administrator</p> <p>\\yourICserver\IC_Admin\IC_Admin\i3admin.hlp</p> <p>\\yourICserver\IC_Admin\IC_Admin\i3admin.cnt</p> <p>Interaction Designer</p>

Issue	SCR	Description
		<p>\\yourICserver\IC_Admin\IC_Admin\id.hlp</p> <p>\\yourICserver\IC_Admin\IC_Admin\id.cnt</p> <p>\\yourICserver\IC_Admin\IC_Admin\Help*. * (\Help contains the handler help that must be located in the "Start In" directory)</p> <p>Interaction Fax Cover Page Editor</p> <p>\\yourICserver\IC_Admin\IC_Admin\Ifaxcovr.hlp</p> <p>\\yourICserver\IC_Admin\IC_Admin\Ifaxcovr.cnt</p> <p>Interaction Prompt Studio</p> <p>\\yourICserver\IC_Admin\IC_Admin\promptstudio.hlp</p> <p>\\yourICserver\IC_Admin\IC_Admin\promptstudio.cnt</p>